


DHL RETOURE SELBSTZAHLER

DHL Retoure Selbstzahler is a convenient way for customers to return items – they purchase a pre-completed shipping label and pay the cost of the return themselves.

THE BENEFITS FOR YOU

- **More flexibility:** Without generating more work or expense, you can shift the cost of returns to your customers – permanently or occasionally
- **Easy to use:** The function is available to you free of charge on the Post & DHL Business Customer Portal
- **More transparency:** You can view the status of your returns any time in the list of returns on the Post & DHL Business Customer Portal
- **Maximum quality:** The return address you provide is used automatically
- **Customer-friendly purchase process:** Customers can easily purchase the shipping label by clicking a link and completing a simple process
- **More sustainability:** All returns are climate-friendly thanks to the GoGreen service, and transport by rail is available free of charge on selected routes 

BENEFIT FROM THE LARGEST NETWORK OF DROP-OFF POINTS

Flexible parcel returns for your customers at around 35,000 drop-off points across Germany or directly to the DHL courier

- Around 13,000 retail outlets and points of sale
- Around 11,000 Paketshops
- More than 11,000 Packstations (24 hours a day)*
- More than 90,000 couriers

* The maximum dimensions for Packstations are 75 x 60 x 40 cm; some locations may have different opening hours

HOW IT WORKS:

Your customers have told you they want to send back your item but you don't want to pay for the return? With DHL Retoure Selbstzahler, you can provide a link that your customers can follow to purchase a pre-completed DHL shipping label in just a few clicks. Your customers choose the right shipping label depending on the weight and dimensions. Shipment tracking and liability are included. Additional services such as transport insurance or pickup can also be booked.

YOU CAN CHOOSE FROM TWO DIFFERENT WAYS TO PROVIDE THE LINK:

1. Provide an individualized link by e-mail through our DHL booking interface for returns on the Post & DHL Business Customer Portal

You record your customers' return requests and enter them into DHL's booking interface for returns on the Post & DHL Business Customer Portal. Only a few details need to be entered, such as the customer's e-mail address and an optional shipment and customer reference. When the order is placed, an e-mail is sent to the customer in your name and on your behalf. This e-mail contains a link your customer can use to access DHL online franking and purchase a shipping label for the return in just a few clicks. The optional customer reference you entered appears on the label so you can process the return as soon as it arrives.

Once the e-mail is sent, you can view the order data with the status "Kauf Marke ausstehend" (shipping label not purchased) or "Kauf Paketmarke erfolgt" (shipping label purchased) in your list of returns in the "Retoure" (returns) function on the Post & DHL Business Customer Portal. You can also click on the shipment tracking link to track the progress of the return at any time.

The benefits for you:

- Convenient e-mailing from the Deutsche Post system
- System-controlled processing of the return with the help of individual reference data
- Lower process and return costs

2. Provide a static link on your website or by e-mail

If the customer reference is not needed for system-controlled, customer-based processing of returns, you can also use a static link that you can obtain from the Post & DHL Business Customer Portal under the return settings. You can either place the link on your website or send it individually from your e-mail system. Your customers can use it to access DHL online franking and purchase a shipping label for the return in just a few steps. If necessary you can ask your customers to enclose a customer-specific document such as a delivery note with the goods.

After your customers purchase the label, you can use the shipment tracking link to access the list of returns and status information in the “Retoure” (returns) function on the Post & DHL Business Customer Portal.

The benefits for you:

- A link published on your website with individual instructions or
- Dispatch of an individual e-mail from your e-mail system
- Lower process and return costs

If you have any questions, please contact your sales representative. For more information about DHL Retoure visit dhl.de/retouren.